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Water & Sewerage Authority



WASA & UNIK Botswana agreed to a Contract Deal

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Contract Signing for the Maseru Peri-Urban Water Supply Phase II

By: Lineo Moqasa

It's been a long journey since 2002 that commenced with the feasibility study, followed by the seeking of funding. Then another milestone was reached in 2005 when WASA met with the financiers (OPEC, BADEA and the Government of Lesotho) and agreed to pledge in excess of 104 Million Maloti for the project.

On July 31st 2007 at the WASA headquarters in Maseru, UNIK Construction Engineering, a Botswana Construction firm took a great step forward in the official signing of a contract with WASA to construct a 267 km pipeline and two reservoirs to supply water to cover the peri-urban areas in Maseru (North East and South West).

The pipeline to be constructed will supply water to the North East areas of Maseru, namely, Khubetsoana, Mabote, Bobojane, Tšosane, Sekhutlong, Ha Tšiu, Tšenola and the South West areas that is; Ratjomose, Ha Tsolo, and part of Ha Ratšoana, Ha Chala and Ha Seleso.

With this project WASA has now expanded its footprint into the peri-urban areas creating opportunities for access to future potential customers. WASA also strives to achieve one of the



Mrs. Refiloe Tlali, Chief Executive WASA with Mr. Hungbo Wang from UNIK Construction Engineering.

Millennium Development Goals of halving the proportion of people without safe drinking water.

Approximately 5000 households' from the said areas are expected to be connected to the network. Customers also stand to benefit immensely because by complementing existing water system networks, WASA ensures continuity of service delivery in times of dire needs.

The work undertaken by UNIK is expected to be completed within a period of two years.

WASA signs Finance Contract with the European Investment Bank

By: Lelatsa Khang

The Chief Executive of Water and Sewerage Authority (WASA) Mrs. Refiloe Tlali on Thursday July 26 in Luxembourg signed a Loan Agreement which amounts to €14.3 million (M138.8 million) with the European Investment Bank (EIB) for the expansion and rehabilitation of wastewater and sanitation facilities for the Maqalika catchment's area in Maseru.

It was observed that within the sewered area in and around Maseru, there are about 1303 domestic customers, 360 business customers,

77 industrial customers, 293 institutional customers and 262 commercial customers. The current sanitation service level and the infrastructure available are not able to cope with the increased demand. The problem is further exacerbated by the increased urbanization, the consequences of which include increased demand for services including water supply, sanitation and other related services, bearing in mind that the greater part of Maseru relies on pit latrines and septic tanks. It is in recognition of this that Water and Sewerage Authority has developed Maseru Wastewater Project which is intended to improve the sanitation services level in Maqalika catchment's area.

Therefore, to address the worsening problem of improving the sanitation facilities in Maseru, in order to accommodate all the above mentioned categories of customers the Government of Lesotho (GoL) is determined that the implementation of the Maseru Wastewater Project (MWWP) be accorded the highest priority. Thus, the GoL together with WASA sought for assistance from the European Commission-EDF for the financing of the initial feasibility study phase for the MWWP.

This initiative is in line to achieve the Millennium Development Goals (MDG's) for Sanitation in Lesotho, allowing 100 000



WASA signs finance contract with the European Investment Bank. (Marc Bufresne, Mr Mervin Chaumiere and Jean-Louis Biancarelli)

“This initiative is ... for Sanitation in Lesotho, allowing 100 000 inhabitants who live in Maseru City to enjoy the benefits.”



Mrs. Refiloe Tlali and Her Excellency, Ms. 'Mamoruti Tiheli-Lesotho's Ambassador to Belgium-during the signing of Maseru Wastewater Project loan contract.

inhabitants who live in Maseru City to enjoy the benefits. It is through this project that more sanitation will be upgraded in the Maseru's urban and peri-urban areas in order for the residents to have access to sewer networks as well as the construction of low cost on-site sanitation facilities.

Some existing treatment plants will be refurbished and a new plant will be constructed within the project in order to reduce the pollution of Maseru's raw-water sources and to lower the incidence of water-borne-related diseases.

The EIB loan will cover 50% of the total project cost of €28.6 million (M277.4 million) while the European Commission under the European Union will provide a €10 million (M97.2 million) grant and the Government of Lesotho the balance of €4.3 million (M41.8 million)

When accepting the loan, Mrs. Tlali highlighted the importance of this project to WASA and the people of Lesotho, for its positive impact on the pollution of the major source of water supply in Maseru; she commended EIB and the European Commission for their assistance to the country's sanitation sector and expressed her gratitude to the Government of Lesotho for its support. “We look forward to the continued excellent cooperation of all stakeholders that will ensure the successful implementation of this project”, she concluded.

Mrs. Tlali was accompanied by three other delegates from WASA; Mr. Lira Mohosho, Acting Director of Engineering, Mrs. Nomvula Bohloa, Director of Finance and Ms. Palesa Monongoaha, Environmental Manager, who has assumed the position of the Project Manager for Maseru Wastewater Project (MWWP). Her Excellency Ms 'Mamoruti Tiheli, the Lesotho Ambassador to Belgium witnessed the signing of the contract.

Installation work for pre-paid meters nears completion

By: Lelatsa Khang

A large part of Maseru city is already enjoying the benefits of a prepaid system whereby an individual pays for his/her water before consumption. The project which started in 2006 December at the designated areas is about to be finished, as the following areas have already benefited from this project. They are Ha Hooхло, Maseru West, Hillsvieв, Old Europa, New Europa and Police Europa, some parts of White City, together with Friebeł. Even though these other areas fall under the designated area, they have not yet received that system: these are: Letsie Flats, Kuena Flats, Moshoeshoe II and Stadium Area. The prepaid system was first put to test at the following areas, Ha Hooхло, Maseru West and Hillsvieв, and because it had passed, the installation work is then about to carry on in those other designated areas.

Even though these prepaid meters had been installed in those designated areas, this was not a smooth sailing task as WASA personnel encountered a number of problems while in the field as the device was new to most of our customers. "We also experienced a very heavy snow fall during the installation process which led us to have a short break in order for that snow to subside," said Mr. 'Matli Nts'inyi, Prepaid meter installation officer at the afore-mentioned areas. He again cited that up to so far, they have installed about 1900 prepaid meters in the designated areas excluding those of the Lesotho Housing. He further elaborated that they had noticed that during winter some devices can not handle the pressure of our temperature, as in Lesotho, temperatures normally falls below -3°C, during that time, water inside the device turn

into ice, allowing no water to pass to the taps.

On the positive side, WASA has achieved a lot since the inception of this prepaid meter system and up-to-date, approximately 1900 prepaid meters have been installed in those designated areas fulfilling part of our goal at WASA, in order for our customers to enjoy their water and this new prepaid system.

How the prepaid system works

The device requires consumers to pay for water before consumption by purchasing a prepaid token; it is then that the customer can re-charge his/her token whenever he/she wants to buy water as soon as his amount is exhausted from the token. The prepaid meter for individual and business consumers' works in the same way as the prepaid meter for community stand pipes, the only difference is the standing charge. Remember that there is no standing charge for the community prepaid meters while there is a standing charge for the individual and business ones. Once the system is installed, it is going to enable the consumers to monitor their own water consumption, as the meter is going to display the credit amount remaining thereby alerting the consumer as to how much remains in the token.

This therefore helps reduce customers' queries that usually take a lot of time to resolve. Moreover, it is also going to be easy for anyone to identify any leakages because one can detect when his meter runs abnormally, which is an indication that there is a leakage in his piping system.

Most of the communities, especially those who have not yet received this system, are looking

...approximately 1900 prepaid meters have been installed in those designated areas fulfilling part of our goal at WASA ,...

forward and showing a great interest to having the prepaid system installed at their compounds. "With these new system, the consumer is really going to benefit a lot because one is not going to be billed and water can be bought as and when one wishes; apart from that, a customer can be precise about the amount of water he had used on a daily and monthly basis, and also to be able to carry out a water audit (*identify all leaks where water is wasted*), in order to identify and repair leaking pipes, taps and toilet cisterns at any time which might deem suitable for him", this was a response from Mr. Nts'inyi, during the installation of the prepaid meters at Friebel Estate, one of the designated areas in Maseru.

Meanwhile WASA is engaged in the process of changing "all" the public stand pipes in Maseru into the pre-paid system together with those stand pipes that were not operational because of unpaid debts and other factors. The stand pipes which were not operational in the previous years and months are also going to be re-instated, in order for people to get some water at any time of the day, whenever they have their tokens and enough funds in their coffers.



Communal Pre-paid metres.

How Prepaid Public Standpipe or Community Prepaid Standpipe Operates

It works in this way: "You insert the token in the metre slot and a balance will be displayed, then from there water will automatically come out, the balance will be deducted according to how many litres you have drawn; when your bucket is about to reach to the brim, remove your token so that your extra water can not fall out of your bucket and be lost. Immediately, water will stop because you have now removed your access key, only few drops of say two minutes will fall, but from there nothing will come out; its then that another person can come and draw water with his/her token after you are done.

Be wise and take care; do not let anyone misuse your token, because immediately when you insert the token in the metre slot water will come out and your balance will be deducted, so let's be wise and use our tokens with much care.

Mrs. 'Mamosebi Pholo (red) former Director of Corporate Services and Corporate Secretary with division's staff.



Human Resource staff during a farewell party of Ms. Lisle Goliath from Bloemwater under Fredskorpset Exchange Programme. From left: Mrs. Nthabiseng Rampalile, Ms. Lisle Goliath, Ms. Lianano Mapetla and Mrs. 'Manako Rapopo

A visit to Mapoteng Water Source by Mapoteng Area Manager, staff and Public Relations Officers.





Public gathering at 'Makaliso in Mapoteng

Lesotho WASA delegation with EIB representatives in Luxembourg after the signing of Maseru Wastewater project Loan. From left: Mrs. Nomvula Bohloa - Director of Finance, Mr. Lira Mohosho - Acting Director of Engineering, Mr. Christoph Gleitsmann, Mrs. Refiloe Tlali - Chief Executive(WASA), Ms. Palesa Monongoaha, Project Manager and Ms. Jenny Angela



Communal Pre-paid meters at Tsolo and Lesia.



“I left my heart @ WASA...”

By: Lineo Moqasa

Mrs. 'Mamosebi Pholo, the former Director of Corporate Services and Corporate Secretary at WASA, known and admired for her involvement in fighting for women's rights articulates this. 'Mamosebi relinquished the position she once held at WASA for the past 14 years and has now embarked on a new and exciting career of consultancy on legal policy and gender issues. She shares her story since her early school days.

“Never did I consider myself being a Lawyer, but I worked my way through, to where I am today”. Growing up in Mohlanapeng, in the Thaba-Tseka district, with no fancy private schools, 'Mamosebi started schooling at Sefapanong Primary School, headed to Paray for a Higher Primary, and to St. James Secondary in the Mokhotlong district where she completed her J.C.

She credits her parents for their hard earned support during her schooling. “At that time, the means of transport from Mohlanapeng to Mokhotlong was an aeroplane. However, my parents were prepared to part with their meager salary for my education. My mother contributed a lot up to where I am today; I owe my success to her. She would go an extra mile and sell maize for my pocket money as she wasn't working.”

Sometimes she used to travel by horse from Mohlanapeng to Mokhotlong. A chance to experience the traditional Basotho culture, leading their simple

lives in the harsh stark beauty of the mountain slopes. She says it was quite fulfilling, struck by the cheerful friendliness of the inhabitants that they passed along their way.

After completing J.C, her father wanted her to attend a school that will prepare her for work. Like most parents at the time, he wanted her to follow in his footsteps and be a teacher, but couldn't be one as he thought she was 'cheeky'. 'Mamosebi convinced him that St. Monica's (Holy Family High School) was the right school for her as typing was offered. Her ambitions were all but shattered when life took another turn with her father passing away. Although she has gained strength, one could tell from her tone that, this was the saddest moment of her life. “My father's death was a hard knock as it pierced through



Mrs. 'Mamosebi Pholo with Mr. Bataung Leleka – Chairman of the Board (WASA) and Principal Secretary in the Ministry of Natural Resources.

“Never did I consider myself being a lawyer, but I worked my way through, to where I am today”...

my soul. Things drastically turned as my brother had to take over to help my mother in order for me to continue with my studies. Unfortunately I only managed to do my form D, but didn't continue for a C.O.S.C.” She admits that she has a strong personality and is never scared when things happen to her. “I tackle them as I believe them to be challenges in life.”

She attained a job in the Ministry of Justice in 1971 as a Clerk at Court. The idea of being a lawyer sparked while she was there. Despite the highs and lows in her life, her ambition to study remained strong over the years, whereby she decided to enroll for C.O.S.C, attending evening classes after work. “I later registered for a certificate in Law and was prosecuting in the subordinate court. That was a challenge for me as I had to meet professional Lawyers, mind you, I was just a mere certificate holder in law not conceptualizing deeper the legal concepts. This triggered a desire in me to pursue my studies; I then registered for a Magistrate course despite the fact that I wasn't a Magistrate and I did my best and passed,” she says with a smile.

Her ambitions grew stronger as she finds out that this was not enough for her and thus pursued her studies at the National University of Lesotho (N.U.L). She started with a Diploma in Law till she graduated with LLB. She was promoted to a number of positions while in the Ministry of Justice and Law. This included those of Courts Interpreter in the magistrate court, a Public Prosecutor in the Ministry of Law; the Crown Council attached in the criminal section, and she later worked in the civil section.

'Mamosebi joined WASA in 1993 from Lesotho Telecommunications Corporation at that time, now Telecom Lesotho. She points out that she

attained a top position at WASA with lots of responsibilities. “The most challenging part of it was the fact that WASA was transforming from a public service to a corporate entity.” She admits that changing the mindset of the personnel was not an easy ride. She however takes this as a learning curve. She was also moving from being a generalist lawyer to a strategic developmental lawyer that she boldly states has equipped her in handling a number of cases.

In 1996 she assumed a position of Acting Chief Executive. Her role was to ensure the implementation of WASA's policy and the day-to-day running of the Authority, setting targets, monitoring and meeting them. She says this needs a strong and dedicated team. “The challenge facing me was how best to boost the morale of my staff, to nurture the sense of responsibility in them and to improve their performance to achieve our targets.” She admits that she only achieved those targets by working as a team with directors and managers under her supervision. Thus in 1998 as she says WASA had a break-even in its income. 'Mamosebi says she has survived this far only through words and courage from her mother. “A woman needs to be strong and needs to know where she stands.”

Where do you see WASA in future?

At the moment, WASA is generally doing well in terms of service delivery. It can also sustain itself financially if transformed into a commercial entity. However, my belief is that it can do pretty well if fully privatized.

'Mamosebi states that WASA has to implement other strategies and open up for the public sector to provide for water as it already has its infrastructure. “The idea that it can provide

She ('Mamosebi) is an assertive woman, brave enough to face reality and speak her mind not going about beating around the bush...

water for every household in the town centers is a far fetched ambition. But it has to compete with other companies.”



Mrs. Theresa Lehohla (Secretary) presenting a gift to Mrs. Pholo

She strongly believes that there should also be a follow-up on customers and vigorous marketing strategies be implemented to meet customers' needs and demands. "I am happy that a marketing division has been introduced to encourage potential customers to make new water connections and also to pay for their services."

What are your achievements at WASA up to so far?

I have contributed a lot in a number of activities, towards the development of the Authority. To

name but a few, the Performance Agreement initiative with the government of Lesotho to enhance WASA's transformation from a corporate to a commercial entity.

During my term of office, many policies were developed for the Authority. She is proud of her achievements and believes that her father would be proud of her, if nature didn't call him, as he wanted her to be of service and see her flourish in real life.

What would you miss at WASA?

"There are a number of things; the mere fact of assisting people and WASA's logo in general because it defines who you are, it also builds individuals self-esteem to just be associated with a big company like WASA." She also admits that her achievements are through the relentless support from staff members and Board members whom she will miss dearly. "I have developed love for water and I have left my heart at WASA" she says with a sigh.

'Mamosebi will be greatly missed by those who worked closely with her. "You have been a source of information in this organization, advising in legal matters as well as other work related issues," observed Mrs. Refiloe Tlali, the Chief Executive during 'Mamosebi's farewell party.

To top-up, Mrs. Nomvula Bohloa the Director of Finance expressed her disappointment as she is currently the only female Director. 'Mamosebi used to be her "alter-ego". She ('Mamosebi) is an assertive woman, brave enough to face reality and speak her mind not going about beating around the bush.

Morero oa phepelo ea metsi Thabaneng Mafeteng o fihla pheletsong

By: Lineo Moqasa

Morero 'ona o tšhelitsoeng ka chelete e kaalo ka limillione tse peli tsa maloti le halofo (M2.5 million) ka kopanelo ke 'Muso oa Lesotho le Koporasi ea Metsi le Likhoere-khoere (WASA) o haufi le ho phetheloa. Tšebetso ea morero e qalile ka Tlhakola monongoaha 'me e lebelletsoe ho fihla pheletsong mafelong a khoeli ea Mphalane.

Monghali Mokuoane Motsamai ea tšoereng molepo e le, mookameli oa WASA seterekeng sa Mafeteng, o boletse hore ke malapa a sekete le makholo a mahlano a tlang ho fumana metsi tlasa morero oona. "Tšebetso ea morero oona ebile e atlehileng haholo kaha ho bile le tšebelisano 'moho e ntle pakeng tsa WASA, sechaba, marena esita le bakhethoa ba puso ea libaka sebakeng sena. Sechaba ka kakaretso se bontšitse thahasello e kholo kaha esale se 'nile se hloka metsi ka lilemo tse ngata." ho boletse monghali Motsamai.

Ho sa le joalo sechaba sa Thabaneng se tiisitse mantsoe a monghali Motsamai, "re

motlotlo haholo ka morero oona leha ele hore ka lebaka la ho hloka metsi lilemo tse telele re bona e ka o lieha ho fihla pheletsong ele hore re hokeloe metsi malapeng," a rialo Monghali Peete Sempe a phethela.

Ha ha joale sechaba sa Thabaneng se sebelisa metsi ao se a fumanang pompong ea sechaba, esita le ho baahisane ba nang le pompo tse kollang metsi fatše. "Re khotsofetse haholo, ke morero oona 'me re emetse feela hore metsi a kene malapeng," Monghali Mojalefa Motlomelo, mohoebi oa Thabaneng, a rialo a thatiselletsa.



Mr. Mokuoane Motsamai: Area Manager a.i - Mafeteng

CONSUMERS' FORUM - Prepaid Meters

By: Lelatsa Khang

Since the installation of pre-paid meters in designated areas in Maseru city, customers have lodged a number of complaints. To address them, below are common questions from our customers with possible answers to ease the use of prepaid meters.

No water in the morning and sometimes in the evening, what causes this?

During winter, we sometimes experiences a very low temperature of say -3°C; it is always the case that some Prepaid meters will not function according to normal as some of these devices cannot handle the pressure of such a low temperature, hence the blockage of water to pass through. Under these conditions, the customer is advised not to pour hot water on the device as that can cause it to malfunction, but wait for temperatures to rise as everything will come back to normal.

One other thing that Prepaid customers (Domestic and Business) need to know is the standing charge of M25.90 charged on the 1st of every month, which is not the case with the Public Prepaid Standpipe as there is no standing charge. Lets take this scenario; Say, you have bought water just before the 30th of the month which amounts to M30.00; On the 1st of the following month, our system will automatically deduct M25.90 from that amount leaving you with a balance of M4.10, meaning that after a while, say a day, you will have consumed that remaining water's balance, and then be supposed to buy another one to boost your current balance. Even if your balance is M20.50 or below before the 1st of the month, we will still charge M25.90, leaving you with minus M5.40 which will be recuperated when you pay or buy your water again.

How do I close my water in my Prepaid meter if I am doing some maintenance in my house/kitchen?

Just below the prepaid meter's head there is a "stop cork" which can be used to open and close water whenever you want to do some maintenance or suspect a leakage in your compound and your water will not be lost in that way. (See picture) ▶

I have just moved in to a prepaid system house and do not have the token; which steps should be followed in order to get a token?

Come to WASA customer care office in Maseru with the following: an allocation letter from your landlord, identity (passport or temporary residence permit), together with M75.00 so that a new account can be opened in your name and you will be issued with your new token.

I own some rented houses and Prepaid meters had just been installed in my compound; therefore I want each tenant to pay for his/her consumption, which steps should I follow?

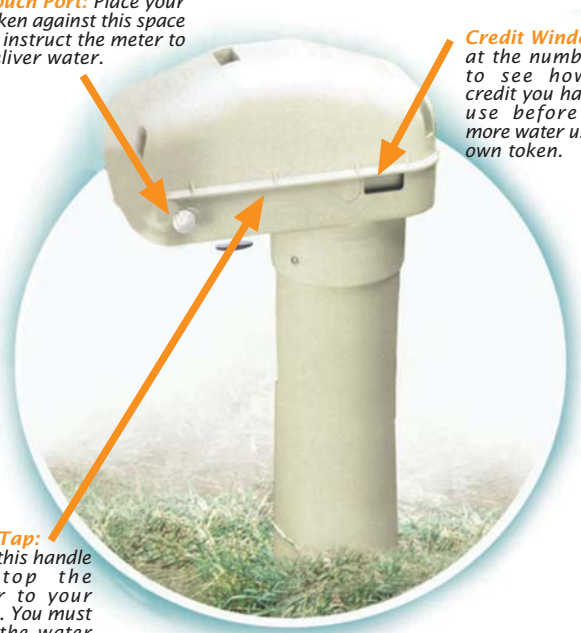
Step 1

- visit our customer care office and inform them about your wish to separate the meters in your compound.
- the staff at the customer care office will ask you some questions to establish the status of your original account. (N.B. The account should be in a healthy state before any separation(s) can be done).

Touch Port: Place your token against this space to instruct the meter to deliver water.

Credit Window: Look at the numbers here to see how much credit you have left to use before buying more water using your own token.

Stop Tap: Turn this handle to stop the water to your house. You must turn the water off before doing any repairs to taps or toilet cistern.



Call our Customer Care on 22311210 or visit our Customer Care Office to report your problem...

Step 2

-the customer is expected to pay M50.00 application fee, fill some forms and provides written directions to the place.

Step 3

-our Estimators or Surveyors will be sent to the area to establish and prepare the material requirements for the separation.

-our officers will prepare a quotation within seven (7) days of the application, from there the customer will be informed immediately when the quotation is ready and will be expected to pay the quoted fee. Separation(s) will be done within twenty one days (21) from the date of payment.

My Prepaid meter display error, what should I do?

Call our Customer Care on 22311210 or visit our customer care office and report your problem; Our Prepaid maintenance team will come handy to your place and rectify your problem. There are different types of problems that can result with different errors.

It can either be:

- your prepaid meter had been tampered with by someone (*error 1*)
- the meter might be stopped/stuck; then it is only our Prepaid maintenance staff who can rectify that (*error 2*)
- it might also happen (display error) when you try to use your neighbours token or the Prepaid Public Standpipe token to your Prepaid system which does not support that. (wrong code)
Remember that each and every token is programmed to work on its own machine, no swapping of tokens; by doing so, you will make the machine to malfunction.

Is it possible for this meter to show us the units in terms of litres; the ones consumed and the balance, like in electricity coupons?

It is impossible, our Prepaid meter is programmed in such a way that it reads only in monetary terms and it is unable to show the remaining litres, only your remaining balances in Maloti/Rands can be displayed.

Which are the benefits of Prepaid system compared to the postpaid one to the consumer?

- the consumer is not billed and water can be bought as and when he/she wishes.
- you can identify ways in which you can re-use your water elsewhere
- you can carry out a water audit (identify all leaks where water is wasted), i.e. identify and repair leaking pipes, taps and toilet cisterns
- be precise about the amount of water used on a daily and monthly basis
- you reduce your daily usage of water

I have recently bought water but when I draw water, nothing is coming out.

If you have bought water at the end of the month, the reason for that can be, standing charge had been retained/charged when you pay for your consumption, and therefore you have nothing left of your account if you have bought water for amount less than the standing charge.

Why is the Prepaid standing charge so high when compared with the Postpaid one?

The device (Prepaid meter) is electronically built, therefore, to buy and service that machine if it is broken, maintenance charges are very high, but those charges are going to be incurred out of that standing charge with no extra costs to the customer.

Is it possible for the Prepaid meter to warn me that I need to refill my water?

If your remaining balance is M5.00, it is only then that you can be warned, but if your remaining balance is M25.00 and upwards, you can not be warned.

N.B. Remember: The sewer is charged M3.60 for 85% of water consumed plus 14% V.A.T.

WASA is prepared to offer its customer's excellent service at all times and it is through good cooperation that all these can be achieved. But if you are not entirely satisfied with any of our services, do not hesitate to call or visit any of our offices during working hours.

visit our website @ www.wasa.co.ls

Water and Sewerage Authority

06:09:2007 Log: 12:43 pm

WATER is a valuable resource

HOME

ABOUT WASA IN LESOTHO

Corporate Profile

In Lesotho, Water and Sewerage Authority (WASA) provides safe drinking water to over 45, 000 connections plus approximately 220 standpipes serving over 200 000 people out of a total population of around 2 000 000. It also serves the many industries and commercial premises, especially in Maseru, the largest being Nien Hsing, C&Y Global Garment and Lesotho Brewery, which use about 36% of the water produced. In total 40% of the water produced is used in industries and commerce.

WASA has about 2,929 customers who are connected to the sewage system...>>

NEWS AND SPECIAL ANNOUNCEMENTS

Maseru Central Enjoys Prepaid water supply

"I believe WASA has answered our long time plea of introducing the prepaid water system I am now able to monitor the supply of water according to credit available, and no more outstanding bills and complaints related to meter readings", articulated Mr. Phokojoje, a Lecturer at the Lerotholi Polytechnic. Lerotholi Polytechnic is one of the designated areas within Maseru whose residents were the first to enjoy the benefits of the system....>>

CUSTOMERS

- >> Reduce your daily usage of water
- >> Identify ways in which you can re-use the water else where
- >> Purchase pre-paid water credit from...>>

TARIFFS

| Band | Old Rates | New Rates |
|------------|-----------|-----------|
| A 0-5 KI | M1.95 | M 2.07/KI |
| B 6-10 KI | M3.26 | M 3.46/KI |
| C 11-23 KI | M5.79 | M6.14/KI |
| D > 23 KI | M8.00 | M8.48/KI |

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water is a valuable resource - conserve it